

Cross-Cultural Communication

Kuala Lumpur (Malaysia)

1 - 5 February 2027

UK Training

PARTNER



Cross-Cultural Communication

Code: PS32 From: 1 - 5 February 2027 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

Introduction

Cross-Cultural Communication is a critical skill for leaders, managers, and professionals working in today's interconnected business environment. It enables individuals to build trust, strengthen collaboration, and minimize misunderstandings caused by differences in values, behaviors, and communication styles.

With the growing diversity of workforces and the expansion of global cooperation, mastering the art of cross-cultural communication has become essential to achieving organizational success. This course equips participants with the knowledge, strategies, and practical tools needed to navigate cultural diversity, manage interactions effectively, and foster inclusive workplaces.

Course Objectives

By the end of this course, participants will be able to:

- Understand the fundamental concepts of cross-cultural communication.
- Analyze how cultural differences impact communication and collaboration.
- Apply effective strategies for engaging with diverse teams.
- Develop listening, expression, and non-verbal communication skills across cultures.
- Manage misunderstandings and transform them into learning opportunities.
- Strengthen personal competence in multicultural settings.
- Create actionable plans to enhance cooperation and cultural awareness within organizations.

Course Outlines

Day 1: Introduction to Cross-Cultural Communication

- Definition and scope of cross-cultural communication.
- The impact of values and traditions on communication styles.
- Direct vs. indirect communication approaches.
- The role of language in fostering or hindering understanding.
- Practical session: Exploring real-life cultural interaction scenarios.

Day 2: Understanding Cultural Diversity

- Theoretical frameworks for assessing cultural differences.
- How culture influences decision-making processes.
- Power dynamics and workplace hierarchies.
- Managing expectations across diverse teams.
- Case study: Analyzing cultural challenges in organizational settings.

Day 3: Effective Communication Skills

The logo for UK Training Partner features the text 'UK Training' in a small, black, sans-serif font above the word 'PARTNER' in a large, bold, black, sans-serif font. The background of the logo is a stylized chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in gold and silver, set against a backdrop of concentric circles.

- Active listening techniques in multicultural environments.
- The importance of body language and non-verbal cues.
- Building trust and rapport across cultures.
- Overcoming language barriers.
- Group activity: Simulated multicultural workplace interactions.

Day 4: Conflict Management in Cross-Cultural Contexts

- Common sources of cultural conflict.
- Negotiation techniques in diverse environments.
- Strategies for collaborative conflict resolution.
- Leveraging emotional intelligence in challenging situations.
- Case study: Managing conflict in cross-border teams.

Day 5: Practical Applications & Advanced Strategies

- Integrating cross-cultural communication into organizational strategy.
- Designing training programs for cultural awareness.
- Key performance indicators KPIs for measuring success.
- Creating a personal development plan for cultural competence.
- Final project presentations and assessments.

Why Attend This Course: Wins & Losses!

- Gain a deep understanding of cross-cultural communication.
- Develop leadership skills for managing diverse teams.
- Minimize misunderstandings and convert challenges into opportunities.
- Enhance trust, cooperation, and collaboration in organizations.
- Acquire practical conflict resolution tools.
- Learn through interactive workshops and real-world case studies.
- Improve personal competence in multicultural interactions.
- Support organizational growth through inclusive practices.

Conclusion

This Cross-Cultural Communication course provides a comprehensive framework for developing essential skills that enable leaders and professionals to succeed in diverse environments. Combining theory with practice, it delivers actionable strategies for building trust, overcoming challenges, and creating inclusive workplaces.

Investing in cross-cultural communication skills not only improves organizational performance but also fosters innovation and stronger relationships built on trust and mutual understanding.

Blackbird Training Clients

 MANNAI CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D' EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 Waltersmith Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK Gulf Bank Kuwait	 General Organization for Social Insurance KSA
 Defence Space Administration Nigeria	 National Industries Group (Holding) Kuwait	 Hamad Medical Corporation Qatar	 USAID Pakistan	 STC STC Solutions, KSA
 North Oil Company North Oil company,	 EKO EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN.	 Authority for Electricity Regulation, Oman Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Sustainability, ESG & Corporate Responsibility
Advanced Courses
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training